

## CANCELLATION POLICY

If a scheduled transport must be cancelled, call as soon as possible, as this permits the time to be rescheduled. To cancel a transport before the day of service, please leave a voice by calling 248.706.2411.

To cancel a transport on the day of service, please speak with a customer service representative by calling 248.451.1900

Due to unforeseen circumstances, there may be times when your transportation must be cancelled; the following is the order in which transports are cancelled:

- Non-Medical
- Grocery Shopping
- Therapy
- Medical
- West Bloomfield Parks' Programs

## MEDICAL DESTINATION AREAS

- Auburn Hills
- Beverly Hills
- Bingham Farms
- Birmingham
- Bloomfield Hills
- Commerce Township
- Farmington
- Farmington Hills
- Franklin
- Keego Harbor
- Lake Angelus
- Lathrup Village
- Novi
- Novi Township
- Orchard Lake
- Pontiac
- Southfield
- Southfield Township
- Sylvan Lake
- Walled Lake
- Waterford Township
- West Bloomfield Township
- White Lake Township
- Wolverine Lake
- Wixom
- William Beaumont Hospital Campus in Royal Oak

## WEST BLOOMFIELD PARKS

4640 Walnut Lake Road  
West Bloomfield, MI 48323  
Transportation Program:  
248.706.2411  
[www.wbparks.org](http://www.wbparks.org)



Transportation Staff: Kelly, Tim, Ben, Michael, Harold & Jack

Information accurate at time of printing  
(6/3/26). See website for up to date  
information: [wbparks.org/community-transit](http://wbparks.org/community-transit).

### FUNDING PROVIDED BY:



## COMMUNITY TRANSIT PROGRAM



West Bloomfield Parks' Community Transit Program is for West Bloomfield residents who are:

- Senior citizens, age 55 and over
- Disabled citizens, age 16 and over

## DESTINATION/SCHEDULING

### West Bloomfield Parks Program Transports:

- Classes, Trips
- May be scheduled once you register for a West Bloomfield Parks class or trip

### Medical Transports:

- Doctor, Dental, Optical, Therapy Appointments
- Within West Bloomfield and up to 6 miles outside the township
- May be scheduled up to 4 weeks in advance

### Non-Medical Transports:

- Banks, Beauty Shops, Dry Cleaners, General Merchandise Stores, Grocery Stores, Pharmacies, Post Office, Restaurants and More
- Within West Bloomfield and up to 1 mile outside the township
- May be scheduled up to 2 weeks in advance

## POLICIES

Transport requests are scheduled in the order received.

Standing or recurring transports are not available.

Up to 2 destinations per day may be scheduled.

Buses run on a preset schedule, therefore additional stops cannot be added with the driver.

Bus schedule times:

- Buses have a 15 minute arrival window. *Please do not call until at least 15 minutes past the scheduled time.*
- Buses cannot wait past the scheduled time.

Door-to-door assistance is available. Please note that drivers must remain with the bus at all times and therefore cannot accompany passengers into buildings or push wheelchairs beyond the entrance.

Buses cannot wait at destinations.

Drivers cannot lift more than 10 pounds.

Buses are wheelchair accessible.

Fare is \$3.00 each way.

## PUNCH CARDS

\$30.00 punch cards are available for purchase (cash, credit card or check made payable to West Bloomfield Parks). Please call 248.706.2411 to request a punch card.

## BUS OPERATION

MONDAY, TUESDAY & THURSDAY

8:30 AM - 4:00 PM

WEDNESDAY & FRIDAY

8:30 AM - 5:00 PM

(except major holidays)

### Information to Have Ready Prior to Calling:

- Transportation date
- Pick up time
- Destination address
- Return time



### To Schedule a Transport Call:

# 248.706.2411

- Monday - Friday (except major holidays)
- 24 hour voicemail available